

AESPcLink

User Guide



**The complete guide to file Electronic Export
Information to the Automated Export System**

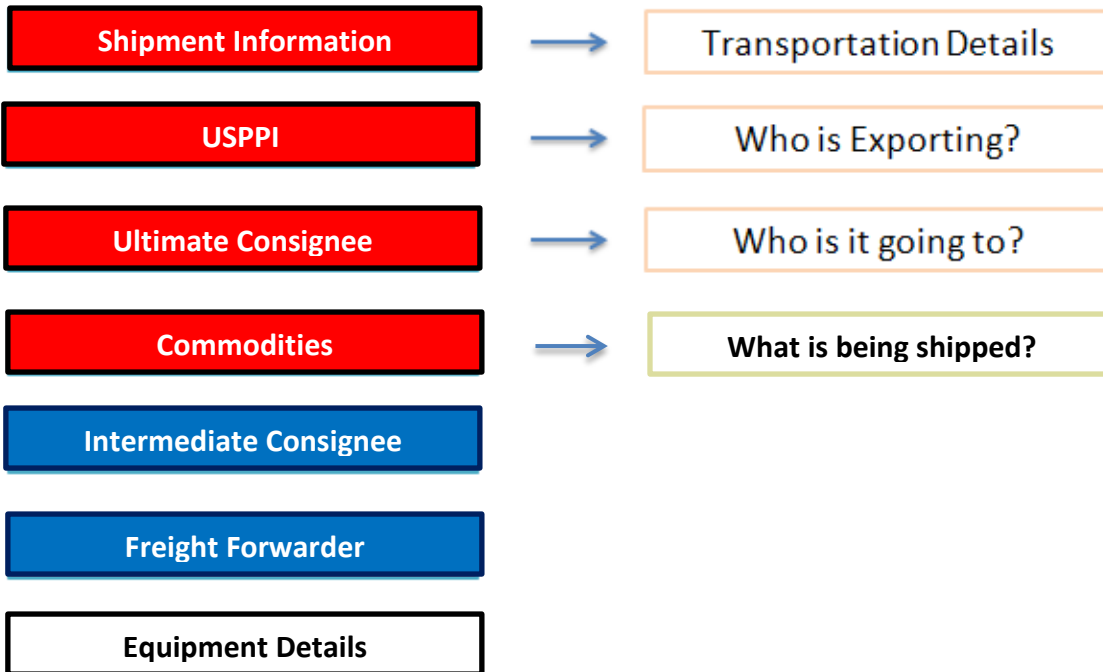
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General Information on Shipments

Before learning how to file Electronic Export Information (EEI) using AESPcLink, here is some general information regarding EEI. We will refer to EEI as “Shipments” from this point forward.

Sections in each shipment



Shipment Information

Contains general shipment information and carrier details. (**Required** for all shipments.)

USPPI

Contains information about the USPPI, the person or entity in the United States that receives the primary benefit, monetary or otherwise, from the export transaction. (**Required** for all shipments.)

Ultimate Consignee

Contains information about the person/entity receiving the shipment abroad. The ultimate consignee is the person, party or designee that is located abroad and actually receives the export shipment. (**Required** for all shipments.)

Commodities

Contains commodity information.
(At least one line item is **required** for all shipments.)

Intermediate Consignee

Contains information about the intermediate consignee (if applicable).
(**Conditional** based on how the shipment is delivered to the Ultimate Consignee.)

Freight Forwarder

Contains information about the agent authorized to file on behalf of the USPPI or FPPI. (**Conditional** based on the party filing the shipment.)

Equipment Details

Seal number and equipment number.
(**Optional** for all shipments)

Special Shipments

Routed export transactions - transactions where the Foreign Principal Party in Interest (FPPI) authorizes a U.S. agent to facilitate export of items from the United States on its behalf and also prepare and file the shipment.

Shipments to Puerto Rico – The following is required:

- List a port of unloading
- Addresses should be listed with:
 - City – List municipality in Puerto Rico
 - State – Indicate Puerto Rico (PR)
 - Country – Indicate United States (U.S.)
 - Postal Code – Indicate a valid postal code in Puerto Rico

Transshipments through Mexico, Canada or another foreign country, the mode of transportation is the mode of the carrier transporting the goods out of the United States.

Sold en Route – If the Ultimate Consignee is unknown at the time of export because your cargo will be sold while at sea, click the **Sold En Route** box. If selected, you must update all consignee information within four calendar days of export. Information should be stated as:

- **Ultimate Consignee Name:** Sold En Route
- **Address 1:** SEA
- **City:** City of First Port of Call
- **Country:** Country of First Port of Call



Mail - If the carrier is the United States Postal Service (USPS), select **mail** as the mode of transportation. Leave the Carrier SCAC/IATA and Conveyance Name fields blank.

Parties Involved in an Export Transaction

Definitions of Parties in the AES

- **U.S. Principal Party in Interest (USPPI)**
The USPPI is the person or entity in the United States that receives the primary benefit, monetary or otherwise, from the export transaction.
- **Foreign Principal Party in Interest (FPPI)**
The party shown on the document to whom final delivery or end-use of the goods will be made. This may be the ultimate consignee.
- **Ultimate Consignee**
The ultimate consignee is the person, party or designee that is located abroad and actually receives the export shipment. This may be the end-user or FPPI.
- **Intermediate Consignee**
The intermediate consignee is the person or entity in the foreign country that acts as an agent for the principal party in interest with the purpose of effecting delivery of items to the ultimate consignee
- **Freight Forwarder – Authorized Agent**
The person in the United States who is authorized by the principal party in interest to facilitate the movement of the cargo from the United States to the foreign destination and/or prepare and file the required documentation.

Account Types

AES*PcLink* is downloaded to your computer and works through an AES*Direct* account. AES*Direct* has three different account types. For a full list of responsibilities, see the [Account Administrator User Guide](#).

Account Administrator Role (one for each company)

Inform others within company - Legal manager of the account. If changes need to be made to the account, formal communication must be established with AES*Direct* Technical Support. Only the registered Account Administrator is authorized to sign paper documents and request account changes.

Create and manage User Managers - Creates usernames for each filer in the company. Two of these accounts can be designated as User Managers to help manage user accounts created for the company.

User Manager Role (two for each company)

Very similar role to that of the Account Administrator. A User Manager can create new user accounts, manage company access to AES*PcLink* and reset passwords. Unlike Account Administrators, User Managers cannot act legally on behalf of the account or make any changes to the Account Profile.

User Role

Responsible for the day-to-day filing of shipments. Some Users can be limited to just viewing historical filing data.

All Users can reset forgotten or expired passwords by using the **Forgot your password?** link on the Login Screen. Any users with locked out or disabled accounts must contact their Account Administrator.



Getting Started with AESPcLink

AESPcLink is a software component of the AESDirect website filing application. This easy-to-use software allows you to manage AES filings locally from any Windows-based desktop. Simply download AESPcLink and login using your current AESDirect account login information.

AESPcLink Interface

Main Menu

All major functions listed on a vertical menu. To enter information in each section, click **Create New Shipment** and use the tabs at the top of the screen. You can move between sections without losing information.

Company Profiles

Creating profiles saves time by storing information for frequent party information. The information is stored on each computer. See Profiles section for more details.

Shipment Templates

Templates store a skeleton copy of commonly filed shipments. They are helpful for recurring shipments for the same commodity from the same USPPI to the same Ultimate Consignee. The only elements removed are the Shipment Reference Number, Transportation Reference Number, Departure Date, Origin State, 1st and 2nd Quantity, Gross Weight and Value.

Shipment Responses

You can view the responses generated for shipments for a defined timeframe through this option. See “Shipment Responses” section.

AESDirect Functions

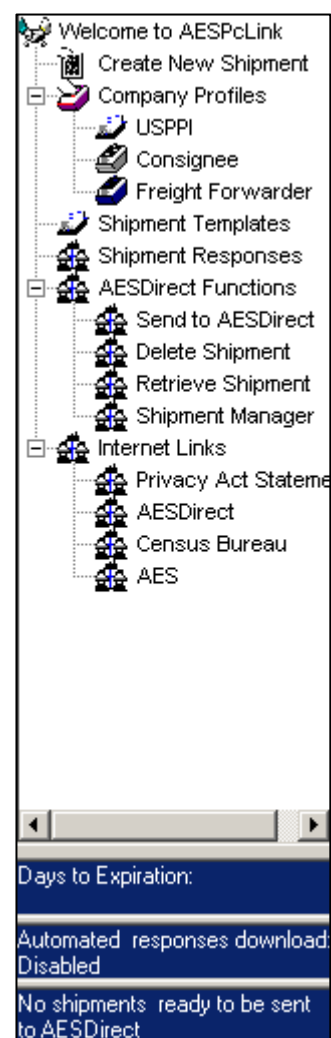
Options to create, retrieve, or delete shipments are available with an Internet connection.

Internet Links

Direct links to AESDirect website, the CBP website with information on AES and the Census Bureau’s website.

Password Expiration Counter - Displays the number of days your account has until your password expires.

Login Attempts Counter - Displays the number of attempts left until the account is locked out.



Help

Help is available for each section by pressing the <F1> key. Use the Help to determine if you need to complete conditional fields and, if so, how to complete.

Color Codes

RED indicates a mandatory field (Required)

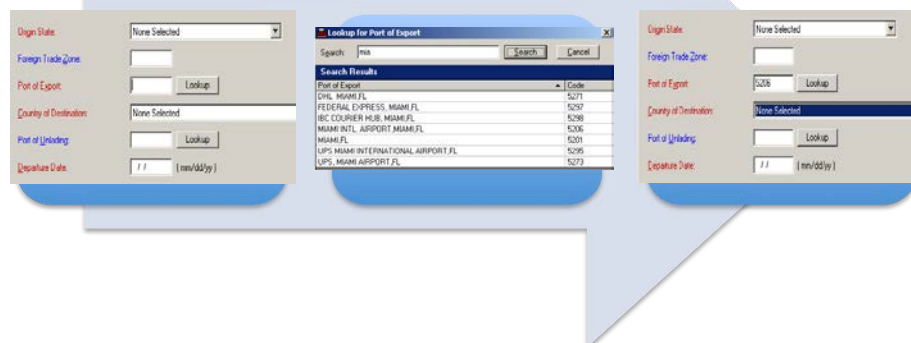
BLUE indicates a conditional field (May be required)

BLACK indicates an optional field (Not required)

Lookup Search Icon

Searches for codes required in fields marked with an lookup button next to the field.

1. Click “Lookup” icon.
2. Enter “MIA” and click search.
3. Locate the appropriate Port of Export and double click to add to the form.



Example for Port of Export Lookup

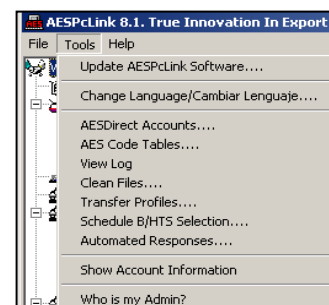
AESPcLink Tools

Update AESPcLink Software – verifies the version of the software installed on your PC and if necessary, updates the software from AESDirect.

1. Go to the **Tools** menu and click on **Update AESPcLink Software**. Click **Next**.
2. If required, AESPcLink will automatically update the application.

A nation-wide Broadcast message is sent when a new version of the AESPcLink software is released.

Change Language / Cambiar Lenguaje – This provides an option for a Spanish interface. All fields must be entered in English.



AESDirect Accounts – Switches between AESDirect accounts for your company.

AES Code Tables – Most codes in AES have expiration dates and must be updated. This tool verifies all tables and pulls any necessary updates directly from the AESDirect website.

1. Go to **Tools** menu and click on **AES Code Tables**.
2. A check mark will indicate when updates are required. Click **Update**. When the update is complete, click **Close**.

Update AES Code Tables at least *once a month*. If you are receiving error messages for a code, make sure you are using a valid code and all code tables are up to date.

Clean Files – Compacts the software files on the local database. AESPcLink automatically cleans the files when the software is shut down.

Transfer Profiles – Export or import party profiles to and from different AESPcLink applications.

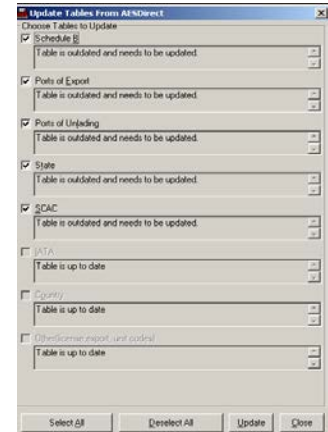
Change Schedule B/HTS Selection – Select either Schedule B or HTS commodity number to classify commodities. You must use a single classification type for all commodities in each shipment.

Automated Responses – Enable to receive responses directly on the software

1. Go to **Tools** menu and click on **Automated Responses**
2. Click **Turn On Automated Download**
3. Once it is enabled, click **Close**

Show Account Information - This provides detail regarding a company's account as registered in AESDirect, including a password expiration counter, the company's name, Filer ID, Account Administrator and User Managers. To access, you must enter the account password.

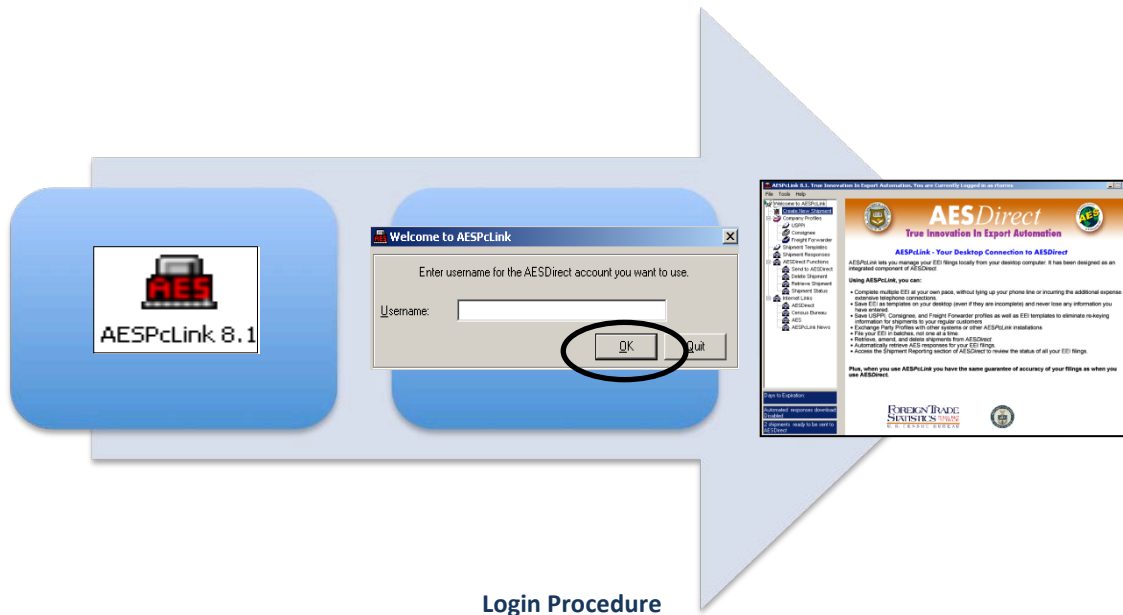
"Who's My Administrator?" – Use this tool if your not sure who manages the account for your company. Enter your Username and Company Filer to ask your Account Administrator to locate you.



Create A Shipment

Log In to AESPcLink

1. Double click the *AESPcLink* icon on your desktop.
2. Enter your *AESDirect* Username. Click **OK**. You will be taken to the opening screen.



Login Procedure

Shipment Information

Click on the **Shipment Information** tab on the top of the screen. Complete each field as required.

Edit Shipment		Schedule B Number in Use				
Shipment Information	USPPI	Ult. Consignee	Commodities	Int. Consignee	Freight Forwarder	Equipment Details

Section Tabs – Shipment Information

E-mail Response Address – Where the AES Response is sent. More than one e-mail address can be separated by commas.

Required: at least one e-mail

Shipment Reference Number (SRN) – This is a unique 17 alphanumeric number used to identify each shipment. If you re-use a Shipment Reference Number, the system will generate a Fatal Error. To prevent this, establish a unique format to create Shipment Reference Numbers and maintain a log of those already used.

Required: unique number used to identify each shipment; cannot be re-used

Transportation Reference Number - This is the reservation number, or booking number assigned by the ocean carrier to hold space on the vessel for the cargo.

Filing Option— Select the filing option you wish to use for this EEI: Option 2 – Predeparture filing or Option 4 – Approved Postdeparture filing. This field will default to Option 2. Postdeparture filing is only available with approved USSPPI IDs and for EEI that meet the requirements for postdeparture filing.

Origin State- Indicate where the goods begin their journey to the port of export. If a shipment is coming from more than one warehouse located in different states, provide the state with the commodity of greatest value. If this is unknown, provide the state where merchandise is consolidated for export. For additional information on what EEI can or cannot be filed under these filing options, please visit www.census.gov/aes

Foreign Trade Zone (FTZ)- Provide the alphanumeric code assigned by the Foreign Trade Zone Board from where goods are withdrawn for export. Foreign Trade Zones are specially licensed commercial and industrial areas or areas near ports of entry where foreign and domestic goods may be brought in without being subject to payment of Customs duties.

Port of Export –Seaport or airport where the goods are loaded on the exporting carrier that is taking the goods out of the United States, or the port where exports by overland transportation cross the U.S. border into a foreign country.

Country of Destination- Country where the goods will be consumed, further processed, stored or manufactured.

Port of Unlading –First port where the goods will be removed from the exporting carrier.

Departure Date- Report the date of export.

Conditional: only required for vessel shipments

Required: state the filing option of this EEI

Conditional: only required if goods are removed from the FTZ and entered for consumption

Required: state where the goods are loaded on the exporting carrier

Required: country where the goods will be consumed

Conditional: only required for vessel and air shipments between the U.S. and Puerto Rico.

Required: date leaving the U.S.

Mode of Transport- Report the method by which the goods are exported from the U.S.

For shipments crossing through Canada or Mexico to another destination, report the mode of transportation when the goods are loaded on the carrier that is taking the goods out of the United States.

Carrier SCAC/IATA – Carrier Code that identifies the transportation company.

If the SCAC/IATA code for your carrier is not found, load the complete code tables with the link displayed on the page.

Conveyance Name – Provide the vessel name for ocean shipments and the carrier name for air, truck, and rail.

You may not report UNKNOWN.

Inbond Type –shipments that involve a warehouse or foreign trade zone may be filed in AES for informational purposes only.

Import Entry Number –If an Inbond type is specified, report import entry number

Is this shipment a Routed Transaction?

A shipment is considered “Routed” when the foreign principal party in interest (FPPI) authorizes a U.S. Freight Forwarder or U.S. agent to facilitate the export of items, prepare and file the EEI on its behalf.

Are the USPPI and Ultimate Consignee related companies?

When USPPI and/or Ultimate Consignee owns directly or indirectly 10 percent or more of either party.

Is any commodity on this shipment hazardous?

Specify if there is any hazardous merchandise (as defined by the [Department of Transportation](#)).

Required: how the goods will be transported out of the U.S.

Conditional: only required for Air, Vessel, Rail, and Truck shipments

Conditional: only required for Air, Vessel, Rail, and Truck shipments

Conditional: Inbond shipments are required to be filed in AES

Conditional: only required if Inbond Type is reported

Required: indicate yes if routed or no if standard

Required: indicate yes or no

Required: indicate yes or no

USPPI / Freight Forwarder

Click on the **USPPI** or **Freight Forwarder** tab on the top of the screen. Both sections require the same information. Complete each field as required. You can also load saved Profiles from your account to auto-fill the sections. See Load Profiles section.

Edit Shipment

Schedule B Number in Use

Shipment InformationUSPPIUlt. ConsigneeCommoditiesInt. ConsigneeFreight ForwarderEquipment Details

Section Tabs - USPPI

Company Information- Indicate the company’s name and identification number.

Required for USSPI and Freight Forwarder

USPPI ID –Employer Identification Number (EIN) or Foreign Entity ID (ex: passport number). If using a foreign passport number, backfill with zeroes to reach 11 digits.

Required for USSPI

Freight Forwarder ID –EIN, or Dun and Bradstreet Number (DUNS)

Required for Freight Forwarder

Contact Information- Provide the first and last name of the USPPI contact person. Names must have at least two letters and no special characters such as accents or punctuation.

Required: names must have at least two letter; special characters are not allowed

Cargo Origin- Indicate address (no P.O. box number) of the USPPI from which the merchandise actually began its journey to the port of export.

Required: address where the merchandise actually begins its journey to the port of export

Goods loaded in a truck at a warehouse in Georgia for transport to Florida to then be loaded on a vessel for export to a foreign country must show the address of the warehouse in Georgia.

For shipments of multiple cargo origins, report the address from where the commodity with the greatest value begins its export journey. If such information is not known, report the address in state where the merchandise is consolidated.

Ultimate Consignee / Intermediate Consignee

Click on the **Ultimate Consignee** and/or **Intermediate Consignee** tab on the top of the screen. Complete each field as required. You may also load a saved Profile from your account to auto-fill the sections. See Load Profiles section.

Edit Shipment						Schedule B Number in Use	
Shipment Information	USPPI	Ult. Consignee	Commodities	Int. Consignee	Freight Forwarder	Equipment Details	

Section Tabs

Company Name- Provide the company's name. If you select Sold en Route, all consignee information must be updated within 4 calendar days from the departure date

Required: company name or sold en route indicator

Ultimate Consignee Type - Select Consignee Type based on the business function from consignee that applies most often. You can select from:

Required: select consignee type from the drop-down menu

- Direct Consumer - a non-government institution, enterprise, or company that will consume or use the exported good as a consumable, for its own internal processes, as an input to the production
- Government Entity - a government-owned or government-controlled agency, institution, enterprise, or company.
- Reseller - a non-government reseller, retailer, wholesaler, distributor, distribution center or trading company
- Other/Unknown - an entity not previously indicated, as defined above, or whose ultimate consignee type is not known at the time of export

Contact Information- If you provide a first and last name, do not include any special characters. The phone number must be provided in the correct format (NNNNNNNNNN).

Optional

Company Address:

Address- Provide the Company's address including street, city and country. **Required** for all shipments.

Fields in the address section may be **required** or **conditional** based on destination of shipment

State- Report appropriate state.

Conditional: only required for consignees in the U.S. and Mexico.

Postal Code – 5 digit zip code

Conditional: only required for shipments between the U.S. and Puerto Rico

Commodities

Click on the **Commodities** tab on the top of the screen. Complete each field as required.

Edit Shipment				Schedule B Number in Use		
Shipment Information	USPPI	Ult. Consignee	Commodities	Int. Consignee	Freight Forwarder	Equipment Details

Section Tabs

Schedule B or HTS Number – You must select what type of commodity classification you will be using for each shipment: HTS or a Schedule B. Some HTS Numbers are not valid for Export (see [Invalid HTS](#)). Provide 10 digits without periods.

Commodity Description- Provide an appropriate commercial description for the commodity.

Marks and Numbers- Fill for record-keeping purposes only.

1st and 2nd Quantity- Report the total quantity of the commodity being exported for each commodity code classification. Report in the unit of measure as required by the system.

Unit for 1st and 2nd Quantity- The Unit of Measure is determined by the Schedule B or HTS number entered. When a valid Schedule B or Harmonized Tariff number is entered, the unit of measure required will automatically populate.

Value- Report the value of the goods at the U.S. port of export. The value shall be the selling price of the goods including inland or domestic freight, insurance, and other charges to the U.S.

Gross Weight- Must be reported in kilograms. Include the weight of the commodity and weight of normal packaging.

Export Code- Select the code that identifies the type or condition of the export transaction being made.

Origin of Goods- Select **domestic** if commodity is grown, produced or manufactured in the U.S., including those with foreign components assembled as a new good in the U.S. Select **foreign** for goods grown, produced or manufactured in foreign countries.

Conditional: not required if Export Code HH (personal and household effects and tools of the trade) is selected.

Required: commercial description

Optional

Conditional: not required if Export Code HH (personal and household effects and tools of the trade) is selected.

Conditional: not required for if Export Code HH. Do *not* change the unit(s) of measure.

Required: selling price in whole numbers, no symbols

Required: weight in whole numbers, no symbols

Required: type of export

Conditional: not required for if Export Code HH. If the origins vary for the same classification number, report foreign goods separately from domestic goods.

License Type- Select the appropriate license type for the commodity.

License Value- If required by the License Type, report the value designated on the export license that corresponds to the commodity being exported.

Export License Number- License number, permit number or authorization number assigned by the agency issuing the export license.

ECCN- This number is used to identify items on the Commerce Control List (CCL).

A complete listing of license codes and descriptions for the U.S. Department of Commerce, Office of Foreign Assets Control (OFAC), Nuclear Regulatory Commission, U.S. Department of State and other Partnership Agency licenses, can be found under **Appendix F** of the [AES Trade Interface Requirements](#) (AESTIR).

Is this commodity a Used Vehicle? - Any self-propelled vehicle that has been purchased and then re-sold (even if the vehicle is only days old) is considered a used vehicle.

Vehicle Information- Used self-propelled vehicle exports require vehicle information.

Adding more than one commodity

Separate lines distinguish commodities, valued over \$2500 or requiring an export license, per commodity classification code.

After entering the first commodity, click **New Commodity** to open up new fields. You should see a summary of the first line item entered in the gray box at the top of the screen.

Equipment Details

If you provide a Seal Number, you must also provide the corresponding Equipment Number.

Required: determines if other fields need to be reported

Conditional: can be required based on License Type

Conditional: only required for shipments with export licenses

Conditional: only required for certain merchandise

Required: indicate yes or no

Conditional: a separate commodity line is needed for each vehicle reported.

You can have up to 99 commodity lines shipment. After that threshold amount, you must file a new shipment for additional merchandise.

Optional

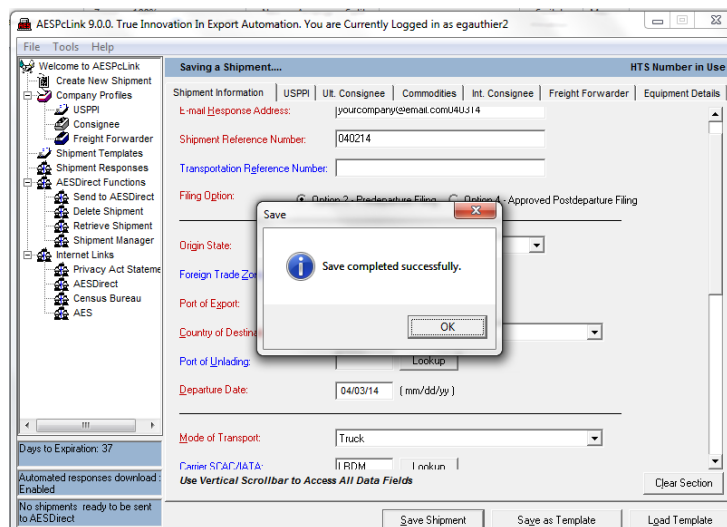
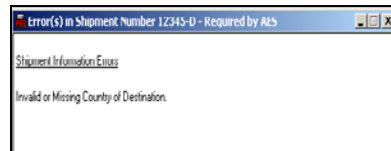
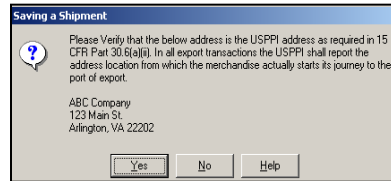
Save and Send Shipments to AESDirect

You can save completed shipments and place them in a queue until they are ready to be submitted. They are first submitted to AESDirect for processing and then to the AES. This process is transparent to you. A valid Internal Transaction Number (ITN) must be received for shipments that require the submission of EEI. Provide this confirmation on your loading documents. See AES Proof of Filing Citations section for more details.

Save Shipment

Once the shipment is complete, click **Save Shipment**. This will check the shipment against AESDirect validations.

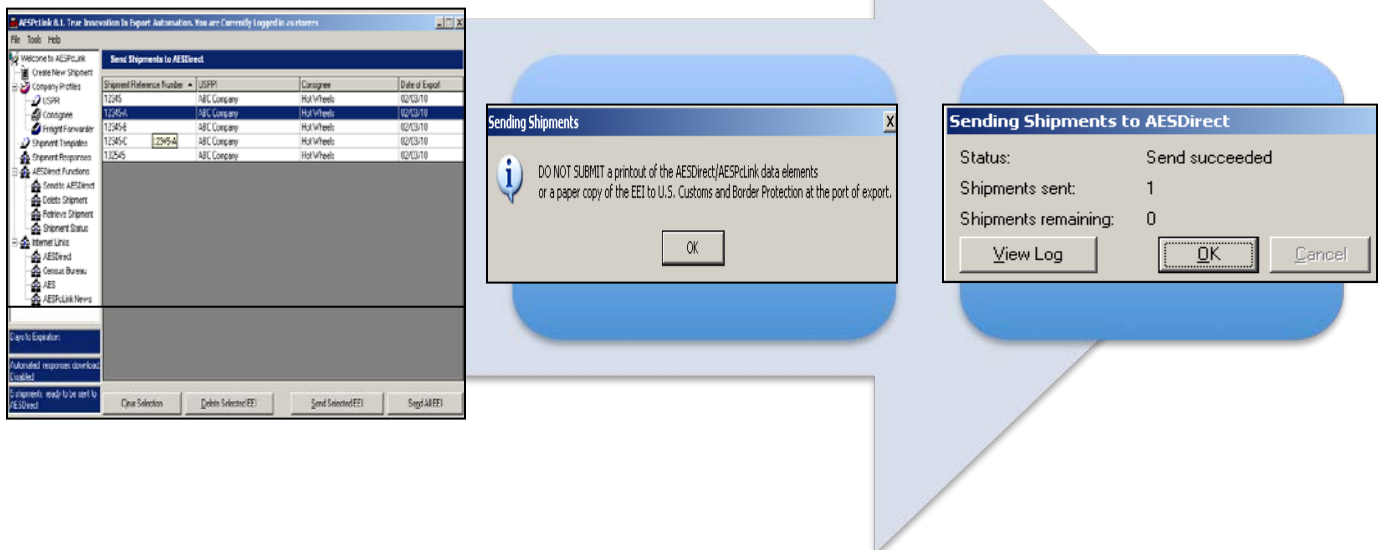
- If the shipment passes validations, AESPcLink will ask you to verify the USPPI address per FTR requirements. If correct, click **Yes**; if not, click **No** and make the appropriate changes. Once the address is confirmed, the shipment will be added to the queue to be sent to AESDirect. A counter in the bottom left corner that display how many shipments are in the queue.
- If the shipment does not pass validations, a pop-up message will appear indicating the problem sections and fields. Correct the errors and click **Save Shipment**. Once complete, AESPcLink will ask you to verify the USPPI address per FTR requirements. If correct, click **Yes**; if not, click **No** and make the appropriate changes. The shipment will be added to the queue to be sent to AESDirect.



Shipment Saved

Send Shipment to AESDirect

1. Under *AESDirect* Functions, click **Send to AESDirect**. All saved shipments are stored here. From this queue, you can: Send Selected EEI, Send All EEI, Delete Selected EEI or clear the queue.
If you have not yet entered your password yet, you will be prompted to do so.
2. Click **Send**. A pop-up will remind you not to submit a paper copy of the shipment to U.S. Customs and Border Protection, click **Ok**.
3. A box will indicate: Send Succeeded. The shipment (or shipments) will be transmitted to the AES mainframe for further processing.



Sending Shipments

Templates

Create a Template

An icon at the bottom of the screen allows you to save data in shipments as templates. A template saves time for re-keying information used in recurring shipments. See Getting Started with AESPcLink section for more details.

1. Complete the fields of the shipment that you want to save as a template.
2. Click **Save as Template** in the bottom right hand corner. Enter a name for the template, click **Ok**.

File Tools Help

Welcome to AESPcLink

Create New Shipment

Company Profiles

USPPI

Consignee

Freight Forwarder

Shipment Templates

Shipment Responses

AESDirect Functions

Send to AESDirect

Delete Shipment

Retrieve Shipment

Shipment Manager

Internet Links

Privacy Act Statement

AESDirect

Census Bureau

AES

Days to Expiration: 37

Automated responses download: Enabled

1 shipment ready to be sent to AESDirect

Shipment Information | USPPI | Ult. Consignee | Commodities | Int. Consignee | Freight Forwarder | Equipment Details

Company Name: COnsignee Test

Ultimate consignee type: D.DIRECT CONSUMER

Address Line 1:

Address Line 2:

City:

State: Flowers to Madrid

Country:

Postal Code:

First Name: Middle Initial:

Last Name:

Phone Number:

☐ Sold En Route

Create Profile Load Profile Clear Section

Save Shipment **Save as Template** Load Template

Save Template

Load a Template

There are two ways to load a template. You may use the link in the navigation bar or load directly from the Create New Shipment screen.

Load Template from navigation bar:

1. Click **Shipment Templates** in the navigation bar. Locate the template.
2. Double click the template name to pull up the template.

Welcome to AESPcLink

Create New Shipment

Company Profiles

USPPI

Consignee

Freight Forwarder

Shipment Templates

Days to Expiration: 37

Automated responses download: Enabled

1 shipment ready to be sent to AESDirect

Delete and Retrieve Templates

Template Name	USPPI	Consignee
Bananas to HK	ABC Company	Hot Wheels
Flowers to Madrid	Los Floreros	Mini Carros
Cookies to Spain	Meis Kitchen	Hot Wheels

Load Template

Load Template when creating a new shipment:

1. Click **Create New Shipment** from the navigation bar.
2. Click on the **Load Template** icon in the bottom right corner.
3. Enter the template name or click **search** to show all templates.
4. Locate and double click the template name to load.

The screenshot shows the 'Edit Shipment' window in AESpLink. The left sidebar contains a navigation tree with 'Shipment Templates' selected. The main area has tabs for 'Shipments Information', 'USPPI', 'Utl. Consignee', 'Commodities', 'Int. Consignee', 'Freight Forwarder', and 'Equipment Details'. The 'Shipments Information' tab is active, showing fields for 'E-mail Response Address', 'Shipment Reference Number', 'Transportation Reference Number', 'Filing Option' (with radio buttons for 'Option 2 - Predeparture Filing' and 'Option 4 - Approved Postdeparture Filing'), 'Origin State', 'Foreign Trade Zone', 'Port of Export', 'Country of Destination', 'Port of Unloading', 'Departure Date', and 'Mode of Transport'. At the bottom, there are buttons for 'Save Shipment', 'Save as Template', and 'Load Template' (which is circled in red). A status bar at the bottom indicates 'Days to Expiration: 37', 'Automated responses download: Enabled', and '1 shipment ready to be sent to AESDirect'.

Delete a Template

1. Click **Shipment Templates** from the navigation bar.
2. Click on the name of the template you wish to delete.
3. Click **Delete Selected Templates** at the bottom of the screen.

The screenshot shows the 'Delete and Retrieve Templates' window in AESpLink. The left sidebar contains a navigation tree with 'Shipment Templates' selected. The main area displays a table with columns 'Template Name', 'USPPI', and 'Consignee'. The table contains three rows: 'Bananas to HK' (ABC Company, Hot Wheels), 'Flowers to Madrid' (Los Floreros, Mini Carros), and 'Cookies to Spain' (Meis Kitchen, Hot Wheels). The 'Cookies to Spain' row is selected. At the bottom, there are buttons for 'Clear Selection' and 'Delete Selected Templates' (which is highlighted). A status bar at the bottom indicates 'Days to Expiration: 60', 'Automated responses download: Disabled', and '1 shipment ready to be sent to AESDirect'.

Template Name	USPPI	Consignee
Bananas to HK	ABC Company	Hot Wheels
Flowers to Madrid	Los Floreros	Mini Carros
Cookies to Spain	Meis Kitchen	Hot Wheels

Delete Template

Profiles

Create Profile

There are two ways to create profiles. You may use the link the navigation bar or create directly from the Create New Shipment screen.

Create profile from navigation bar:

1. In the navigation bar under Company Profiles, click **USPPI**, **Consignee** or **Freight Forwarder** based on which profile you wish to load.
2. A blank profile form will open, fill in the required information and click **Save Profile**.

Create profile when creating a new shipment:

1. Click **Create New Shipment** from the navigation bar.
2. Enter all of the information for the section you wish to save as a profile (USPPI, Intermediate Consignee, Ultimate Consignee, or Freight Forwarder Section).
3. Click **Create Profile** at the bottom of the screen.

The screenshot shows the AESpLink 8.1.1 software interface. The main window is titled 'Edit Shipment' and has a navigation bar on the left with options like 'Welcome to AESpLink', 'Create New Shipment', 'Company Profiles', 'USPPI', 'Consignee', 'Freight Forwarder', 'Shipment Templates', 'Shipment Responses', 'AESDirect Functions', 'Send to AESDirect', 'Delete Shipment', 'Retrieve Shipment', 'Shipment Status', 'Internet Links', 'AESDirect', 'Census Bureau', 'AES', and 'AESpLink News'. The 'Company Profiles' section is expanded, showing 'USPPI', 'Consignee', and 'Freight Forwarder'. The 'USPPI' section is selected. The 'Edit Shipment' window has tabs for 'Shipment Information', 'USPPI', 'Ult. Consignee', 'Commodities', 'Int. Consignee', 'Freight Forwarder', and 'Equipment Details'. The 'USPPI' tab is active. The 'Load USPPI Profile' dialog box is open, showing a search bar and a table of search results. The search results table has columns for 'Company Name', 'Address', 'City', and 'State'. The search results are as follows:

Company Name	Address	City	State
ABC Company	123 Main St.	Arlington	VA
Johns Company	123 Main St.	Arlington	VA

The dialog box also has fields for 'ID Number', 'ID Type', 'Address Line 1', 'Address Line 2', 'City', 'State', 'Country', 'Postal Code', 'Contact First Name', 'Contact Last Name', and 'Phone Number'. At the bottom of the dialog box are buttons for 'Create Profile', 'Load Profile', and 'Clear Section'. At the bottom of the main window are buttons for 'Save Shipment', 'Save as Template', and 'Load Template'.

Load Profile

Create/Load Profile

1. Click **Create New Shipment** from the navigation bar.
2. Go to the tab of the type of profile you wish to load (USPPI, Ultimate Consignee, Intermediate Consignee or Freight Forwarder). Click on the **Load Profile** icon at the bottom the screen.
3. Enter in the company name of the profile in question and click **Search**. From the search results, locate the profile you want and double click on the company name to load.

Search/Edit Profile

1. In the navigation bar under Company Profiles, click on **USPPI, Consignee** or **Freight Forwarder**.
2. At the top of the screen, enter the company name of the profile you wish to edit and click **Search**. From the search results, locate the desired profile and double click on the company name to load.
3. Make the appropriate changes and click **Save Profile**.

Delete Profile

1. In the navigation bar under Company Profiles, click **USPPI, Consignee** or **Freight Forwarder**.
2. At the top of the screen, enter the company name of the profile you wish to delete and click **Search**. From the search results, locate the desired profile and double click on the company name.
3. Once it loads, click on the **Delete Profile** icon on the bottom right corner.

The screenshot displays the AESPcLink 8.1 software interface. On the left is a navigation tree with categories like 'Company Profiles', 'Shipments', and 'Reports'. The 'Company Profiles' section is expanded, showing 'USPPI', 'Consignee', and 'Freight Forwarder'. The main window is titled 'USPPI Profiles' and contains a search bar and a 'Create New Profile' button. Below this is the 'Edit USPPI Profile' form. The form fields are as follows:

Field	Value
Company Name	Pops Chicken
ID Number	101010101
Suffix	
ID Type	EIN
Address Line 1	455 Main St.
Address Line 2	
City	Alexandria
State	PR: Puerto Rico
Country	US
Postal Code	00969
Contact First Name	Paul
Contact Middle Initial	
Contact Last Name	Larsen
Phone Number	(333)-555-8787

At the bottom right of the form are two buttons: 'Save Profile' and 'Delete Profile'.

Save/Delete Profile

Shipment Manager

Access the Shipment Manager

Click on the **Shipment Manager** link from the Main Menu.

The screenshot shows the 'Search Shipments' section of the Shipment Manager. It includes a 'Search for shipments by' dropdown menu, a 'Filter your search' dropdown menu, and an 'Add to Filter' button. There is also a 'Save Search' button and a 'Previous Downloads' dropdown menu.

Search for Shipments

You can search for shipments within the past five years with the AES ITN or the Shipment Reference Number. You can also display all shipments that were **filed or edited** during that day, the day before, or within the last 7 days. This is the same for searches by the **date of export**. You can search also search for a date range within the past five years. The date range can be up to 90 continuous days at a time.

The screenshot shows the 'Search Shipments' section of the Shipment Manager. The 'Search for shipments by' dropdown menu is open, showing options: 'Today's Activity', 'Date of Export', 'Date of Filing', 'Shipment Reference Number', and 'AES ITN'. The 'Date of Export' option is selected, and a sub-menu is open showing 'Today's Exports', 'Yesterday's Exports', 'Last 7 Days', and 'Choose Export Date'. There is also an 'Add to Filter' button.

Search Function

Search by Date

To search by specific criteria such as License Type, Username, and Carrier SCAC/IATA, you must enter a timeframe to search by. You can search by the date of export or by the date of filing.

The diagram shows two search criteria: 'Date of export' (in a blue box) and 'Date of filing' (in an orange box), separated by an 'or' in a dashed box. To the right is a calendar for February 2011. The date 15 is highlighted in orange, corresponding to the orange box for 'Date of filing'.

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28					

The output generates a list of shipments that match the date range entered. You can preview details of the shipments before retrieving. If your search generates too many results, it may be easier to filter your search.

Filter your Search

You can select more than one filter criteria by selecting another search criteria. Click **Add to Filter**. You can unselect a field by using the checkboxes on the top of your search.

The screenshot shows a web interface for searching shipments. At the top, there are three tabs: "Search Shipments" (selected), "Retrieve a Shipment", and "Main Menu". Below the tabs, there is a filter section. It starts with "Filter By:" followed by two checked checkboxes: "USPPI Name: jame" and "Country of Destination: SPAIN". To the right of these is a "Clear All Filters" button. Below this, there is a dropdown menu labeled "Search for shipments by" with a question mark icon. To the right of this is a "Save Search" button with a question mark icon. Below the dropdown, there is another dropdown menu labeled "Filter your search" with a question mark icon, followed by a text input field containing "DHL" and an "Add to Filter" button. At the bottom right, there is a "Previous Downloads" dropdown menu with a question mark icon.

You can filter searches by:

- USPPI ID
- USPPI Name
- Consignee Name
- Country of Destination
- Port of Export
- Carrier SCAC/IATA
- License Type
- Username

Tabs

You can organize and filter shipments by:

- All Shipments
- Accepted Shipments
- Compliance Alerts
- Verify Alerts
- Warning Messages
- Informational Messages
- Rejected/Update Rejected
- Cancelled Shipments
- Cancelled Submitted or Rejected
- Submitted Shipments (but not yet processed)
- Update Submitted
- Cancel Submitted

The screenshot shows a row of tabs for organizing search results. The tabs are: "All Shipments", "Accepted (43)" (highlighted), "Rejected (12)", and "Submitted (1)". Below these, there is a second row of tabs: "All Accepted (43)", "Compliance Alerts (1)", "Verify Alerts (12)", and "Informational Messages (4)".

Tabs in Search Results

Show More/Less Shipment Details

By default, the Shipment Manager provides search results with:

- Shipment Reference Number
- Status of the Shipment

- AES ITN
- Date of Filing
- Date of Export

Show More Shipment Details »

« Show Less Shipment Details

If you want to see more details, click on the **Show More Shipment Details** link. If you want less, click on the **Show Less Shipment Details** link.

Results per Page

Results are displayed with 10 shipments per page. If you want to see more, select the amount of records from the **records per page** dropdown menu.

10 records per page ▼

Sort Search Results

You can sort the output by any columns with a triangle next to it. The column that is sorted will display an orange triangle.

Status ▼

Magnifying Glass

The search results display a summary for each shipment. You can display additional shipment details in your screen. Expand with the magnifying glass icon next to the Shipment Reference Number. You can close the additional details preview by clicking on the red “X” found next to the Additional Details title bar. Additional details are:

- Port of Export
- Port of Unlading
- USPPI Address
- Consignee Address
- Username that created shipment
- Username that updated shipment

Shipment Status

Click on the color box with the AES status of the shipment to display response message.

	Shipment Reference Number ▲	Status ▲	AES ITN	Date of Filing ▲	Date of Export ▲
I want to ... ▼	072512A	Accepted/Verify	X20120725000042	07/25/2012	07/27/2012
	<div>✕ Additional Details:</div> <div> <div>Port of Export</div> <div>MIAMI INTL AIRPORT, FL</div> <div>Created By</div> <div>dcoffee2</div> <div>Port of Unlading</div> <div></div> <div>Updated By</div> <div>dcoffee2</div> <div>USPPI ID</div> <div>871253971 (E)</div> <div>Country of Destination</div> <div>FRANCE</div> <div>USPPI Name</div> <div>SHOE WEARHOUSE</div> <div>Consignee Name</div> <div>DSW</div> <div>USPPI Address</div> <div>4600 SILVER HILL ROAD,SUITLAND,MD,20746</div> <div>Consignee Address</div> <div>741 WILSON WAY,PARIS,FR</div> </div>				

All Shipments

Accepted (27)

Rejected (9)

Submitted (1)

Print

Download

1

2

3

4

Next

Go to Page:

Go

« Show Less Shipment Details

10 records per page

	Shipment Reference Number	Status	AES ITN	Date of Filing	Date of Export	USPPI Name	USPPI ID	Consignee Name	Country of Destination
I want to ...	0112301	Accepted	X20110209000145	02/09/2011	02/09/2011	PETES PIGS	56935499800 (E)	BACON FACTORY	MEXICO
I want to ...	01168501	Accepted/Verify	X20110209000147	02/09/2011	02/09/2011	AMERICAN CORN COMPANY	56239966100 (E)	HANS FOOD COMPANY	PEOPLE'S REPUBLIC OF CHINA
<div> <div>Submission Type</div> <div>Response Date</div> <div>Status</div> <div>Severity</div> <div>Code</div> <div>Narrative</div> </div> <div> <div>Add</div> <div>02/09/2011 15:41:46</div> <div>Accepted</div> <div>Verify</div> <div>972</div> <div>SHIPMENT ADDED; MUST VERIFY</div> </div> <div> <div></div> <div></div> <div></div> <div></div> <div>8L1</div> <div>VALUE/QUANTITY 1 OUT OF RANGE - LOW</div> <div>Commodity Line 0002</div> </div> <div> <div></div> <div></div> <div></div> <div></div> <div>8W1</div> <div>SHPING WGT/QUANTITY 1 OUT OF RANGE</div> <div>Commodity Line 0001</div> </div> <div> <div></div> <div></div> <div></div> <div></div> <div>8H1</div> <div>VALUE/QUANTITY 1 OUT OF RANGE - HIGH</div> <div>Commodity Line 0001</div> </div>									

Click on each narrative to find out what caused the message and how to correct it.

Submission Type	Response Date	Status	Severity	Code	Narrative
Add	01/31/2011 14:07:58	Rejected	Fatal	624	SCHED B/HTS NBR OUTDATED-CANNOT BE USED
<div> <div> 624 - SCHED B/HTS NBR OUTDATED-CANNOT BE USED </div> <div> What causes this message: The Schedule B/HTS Number declared is no longer valid in AES. How to resolve this message: The Schedule B/HTS Number declared on an EEI cannot be outdated. An active Schedule B/HTS Number must be reported when adding or replacing a commodity line item. AES compares the Departure Date to the Beginning and End date of each Schedule B/HTS Number. Retrieve shipment, correct the Schedule B/HTS Number, correct and resubmit. For help obtaining a Schedule B Number, go to: http://uscensus.prod.3ceonline.com </div> </div>					

Detail in AES Responses

Manage Shipments – “I want to...”

After conducting a search, it's easy to manage shipments. A convenient **I want to...** dropdown menu is available on the far left side of the search results. You can retrieve, delete, print or save selected shipments as templates.

	Shipment Reference Number ▾	Status ▾	AES ITN	Date of Filing ▾	Date of Export ▾
I want to ... ▾	030211A	Accepted	X20110302000053	03/02/2011	03/03/2011
Retrieve	030311BISTEST	Accepted/Verify	X20110303000091	03/03/2011	03/03/2011
Delete	030311STATETEST	Accepted/Verify	X20110303000087	03/03/2011	03/03/2011
Print	65454/54	Accepted	X20110223000064	02/23/2011	03/03/2011
Save as a Template	ABC321	Update Rejected/Fatal		03/04/2011	03/05/2011

Print Search Results

“I want to...” Menu

To print a summary of the results, use the Print icon located on the right side of your screen.

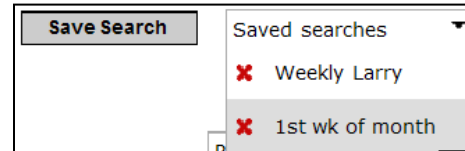
Save Frequently Used Searches

Save the type of search queries you conduct the most.

1. Conduct search.
2. After results are generated, click the **Save Search** icon.
3. Name the search template to help you identify it.

You can save up to 5 favorite searches for each username. To delete a saved search, click on the **red X** next to the saved search name.

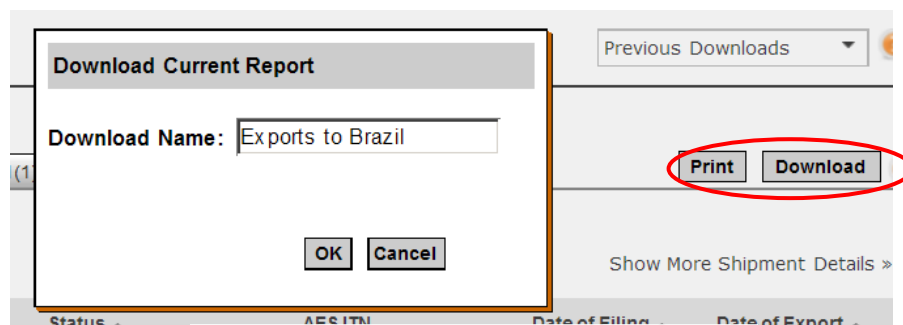
Save Search



Export to a Spreadsheet File

You can export searches into a spreadsheet.

- 1) Click the **Download** icon on your screen. Enter a name for the report; you will it to track past reports.



Export Report to Spreadsheet

- 2) A pop-up will indicate the report is processing and that the report is ready for download.
- 3) Open report in an csv format. Below is an example of the file in Microsoft Excel 2007.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Shipment Report													
2	Created on 02/09/2011 08:32													
3	Search by: Date of Filing from 02/03/2011 to 2/10/2011													
4														
5	Shipment Status	AES ITN	Date of Filing	Date of Export	USPPI Name	USPPI IC USPPI ID Type	Address1	Adc City	State	Postal Coc	Consignee Name			
6	020811AIR Rejected		2/8/2011 8:16	2/8/2011	EMPRESAS CENSO	1E+11 E	SUITLAND RD	WASHINGTON	DC	20024	COMPANIA ESPANOLA DE P			
7	020811RAI Rejected		2/8/2011 8:17	2/8/2011	EMPRESAS CENSO	1E+11 E	SUITLAND RD	WASHINGTON	DC	20024	COMPANIA ESPANOLA DE P			
8	020811RO Rejected		2/8/2011 8:18	2/8/2011	EMPRESAS CENSO	1E+11 E	SUITLAND RD	WASHINGTON	DC	20024	COMPANIA ESPANOLA DE P			
9	AESMANU Accepted	X20110204	2/4/2011 12:02	2/3/2011	BOB SHIPPING LINE	2E+10 E	4600 SILVER HILL ROAD	WASHINGTON	DC	20233	SPANISH CONQUEST DELIVE			
10	BALTO020 Accepted	X20110207	2/7/2011 13:23	2/28/2011	123 COMPANY	1E+10 E	ONE PROFITABLE PLACE	SUITLAND	MD	20746	XYZ COMPANY			
11														

Example of Spreadsheet

Retrieve a Shipment

Click on the **Retrieve a Shipment** tab to pull up previously filed shipments. Click **OK**.

The screenshot shows a web interface with three tabs: 'Search Shipments', 'Retrieve a Shipment' (which is active), and 'Main Menu'. Below the tabs, there are two input fields: 'Shipment Reference Number:' and 'USPPI ID:'. To the right of these fields is a label 'OR AES ITN:' followed by a dropdown menu currently showing 'X'. At the bottom of the input area are 'OK' and 'Cancel' buttons. Below the buttons is a paragraph of text: 'If you decide to retrieve the shipment from this tab, you will **not** pull up the Status of your shipment and you will not be asked if you want to save as a template, print or retrieve the shipment. If you choose to retrieve the shipment from this page, the system will pull up your shipment in the Shipment Viewer to allow for changes or edits. If you want to see details regarding your shipment before pulling it up entirely, use the "Search Shipments" tab.'

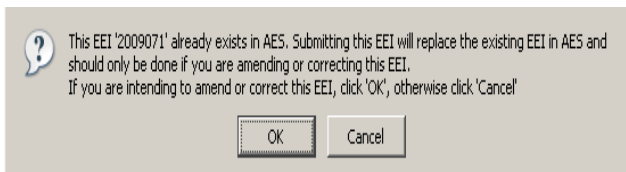
Retrieve a Shipment from the Shipment Manager

Amend/Correct a Shipment

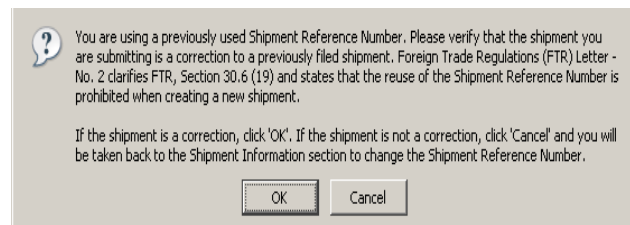
You must update shipment information as soon as you become aware of changes to the transaction.

1. Retrieve shipment
2. Click **Amend/Correct This EEI**
 - Highlight the section that needs correction, click **Edit Section**
 - Make the corrections, click **View EEI**
 - Click **Submit EEI**

Make sure to re-submit the shipment under the **same** Shipment Reference Number as the original shipment. Your ITN will stay the **same**.



You will receive a warning if the shipment you are submitting already exists. If your intent is to replace the shipment select "OK".



Another confirmation message will appear to ensure that you would like to correct information to the existing shipment.

Help

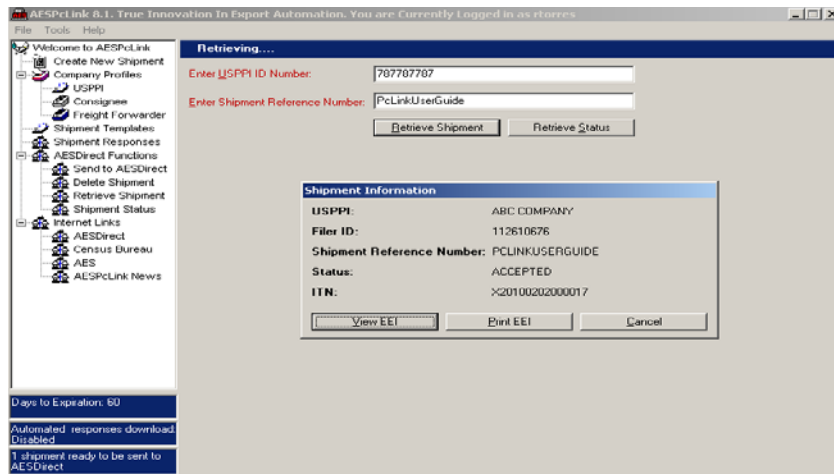
For help, click the **question mark** icon. This gives you hints on the purpose of each function.

Retrieve, Verify/Update, Print and Delete a Shipment

Retrieve a Shipment

1. In the navigation bar under *AESDirect* Functions, click **Retrieve Shipment**.
2. Enter the USPPI ID Number and the corresponding Shipment Reference Number and click **Retrieve Shipment**.

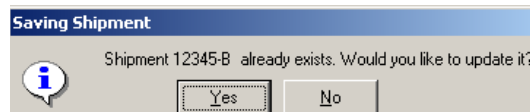
Retrieving a shipment allows you to verify or print the EEI.



Retrieve/Print a Shipment

Verify/Update a Shipment

1. Follow the steps to Retrieve a shipment.
2. To verify or update the shipment click **View EEI**.
3. Click the tab that needs verified or updated and make necessary changes. If updates are made, click **Save Shipment** and follow instructions to Send Shipment.
4. Make sure to re-submit the shipment using the **same** Shipment Reference Number as the original shipment. This will prompt a window asking you to confirm the update. The ITN will remain the **same**.



Print a Shipment

1. Follow the steps to Retrieve a shipment.
2. Click on the **Print EEI** icon to load a copy of the shipment.

Only print a copy of the shipment for company record retention. Do not submit a paper copy to US Customs and Border Protection. This will result in a duplicate filing and can be subject to fines and penalties.

[\[Print\]](#)

Shipment Information		USPPI	
Filer ID	271134907	Name	CENSUS TESTING
Shipment Reference Number	040214	ID Number	895623568 (EIN)
ITN:	X20140403199375	Contact	ERIC G GAUTHIER
Filing Option:	Option 2 - Predeparture Filing Option	Phone	3017631391
Current Date/Time:	Thu Apr 3 17:46:04 2014 EDT	Cargo Origin	CENSUS ADDRESS WASHINGTON, DC 20024
Departure Date	04/03/14	Ultimate Consignee	
Origin State	ARIZONA (AZ)	Name	CONSIGNEE TEST
Country of Dest.	MEXICO (MX)	Consignee Type	DIRECT CONSUMER (D)
Export Port	LAREDO, TX (2304)	Contact	
Mode of Transportation	TRUCK (30)	Phone	
Carrier SCAC/IATA	UNKNOWN CARRIER(FOR SEA,RAIL,TRUCK) (UNKN)	Address	TEST ADDRESS MEXICO CITY, DF MX
Conveyance Name	TEST CARRIER	Freight Forwarder	
Routed Transaction?	No	Name	CENSUS TEST MQ ACCOUNT
Related Companies?	No	ID Number	271134907 (EIN)
Hazardous?	No	Contact	JOE FILER
		Phone	3014343313
		Address	1010 WAYNE AVENUE SILVER SPRING, MD 20910 US

Commodities								
Item	EIC	Schedule B/HTS/Description	Qty	Gross Wt.	Value	Origin	License	Vehicle
1	OS	0808100045 APPLES	500 KG	500 KG	\$ 500	D	C33	No
License Details License Type: NLR NO LICENSE REQUIRED, OR ONLY CONTROLLED FOR ANTI-TERRORISM (AT) (C33)								

Sample of Shipment Printout

Delete a Shipment

1. In the navigation bar under AESDirect Functions, click **Delete Shipment**.
2. Enter the Shipment Reference Number and click **Delete**.

AES Responses

The Automated Export System (AES) generates response messages to indicate the status of each shipment.

Response E-mail

E-mail messages will be sent to the address reported in the Shipment Information section. Messages will indicate if the shipment has been Accepted (1), Rejected (2), Replaced (3) or Deleted (4).

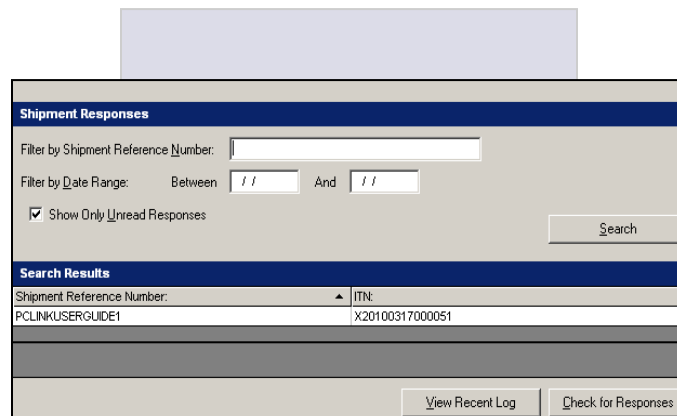
Do not depend solely on the e-mail response to receive your ITN. You can also check the Shipment Responses function within *AES*PcLink**.



Shipment Responses

The Shipment Responses function will load detailed Customs response including any error/verify messages and if accepted, the ITN.

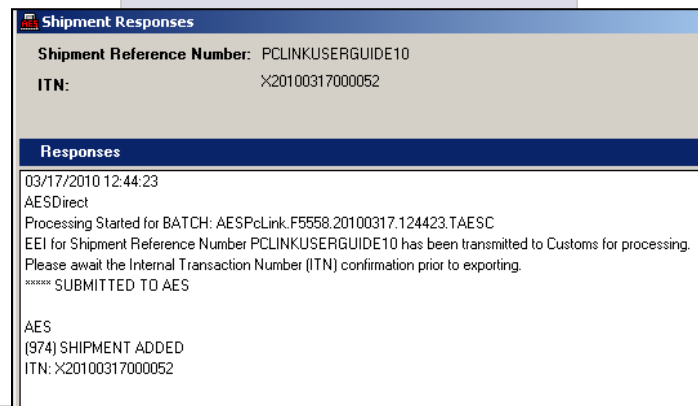
1. In the navigation bar, click **Shipment Responses**.
 - Double click the shipment to see the response.
 - If you do not see the Shipment Reference Number you are searching for, click **Check for Responses**. Double click the Shipment Reference Number to load detailed Customs response.



The screenshot shows the 'Shipment Responses' search interface. It includes a search bar for 'Shipment Reference Number', a date range filter, and a checkbox for 'Show Only Unread Responses'. A 'Search' button is located on the right. Below the search bar, a 'Search Results' table displays one entry with 'Shipment Reference Number: PCLINKUSERGUIDE1' and 'ITN: X20100317000051'. At the bottom, there are buttons for 'View Recent Log' and 'Check for Responses'.

Search Results	
Shipment Reference Number:	ITN:
PCLINKUSERGUIDE1	X20100317000051

Shipment Response



The screenshot shows the detailed 'Shipment Response' for 'PCLINKUSERGUIDE10'. It displays the 'ITN: X20100317000052'. Below this, a 'Responses' section contains a log of events: '03/17/2010 12:44:23 AESDirect Processing Started for BATCH: AESPcLink.F5558.20100317.124423.TAESC EEI for Shipment Reference Number PCLINKUSERGUIDE10 has been transmitted to Customs for processing. Please await the Internal Transaction Number (ITN) confirmation prior to exporting. ***** SUBMITTED TO AES AES (974) SHIPMENT ADDED ITN: X20100317000052'.

Responses	
03/17/2010 12:44:23 AESDirect Processing Started for BATCH: AESPcLink.F5558.20100317.124423.TAESC EEI for Shipment Reference Number PCLINKUSERGUIDE10 has been transmitted to Customs for processing. Please await the Internal Transaction Number (ITN) confirmation prior to exporting. ***** SUBMITTED TO AES AES (974) SHIPMENT ADDED ITN: X20100317000052	

Detailed Response

AES Proof of Filing Citations

The **ITN** (Internal Transaction Number) is the confirmation number that proves a shipment has been accepted by AES. This number is unique for every shipment and must be provided to U.S. Customs and Border Protection (CBP) at the port of export.

Once an ITN is assigned to the shipment, the shipment is ready for export. You **must** cite the ITN on the first page of the bill of lading, air waybill, and/or other commercial loading documents.

The **XTN** (Filer ID – Shipment Reference Number) is **NO** longer accepted as an AES Proof of Filing Citation.

Predeparture Citations

- **AES ITN**
 - Example: AES X20130702111111

Postdeparture Citations

- If Authorized Agent files
 - AESPOST USPPI ID FILER ID Date of Export
Example: AESPOST 12345678900 987654321 11/20/2013
- If USPPI files
 - AESPOST USPPI ID – Date of Export
Example: AESPOST 23456789000 11/20/2013

Additional Resources

Government Websites

Census Bureau – International Trade Management Division (ITMD)

<http://www.census.gov/trade>

Provides information on Foreign Trade Statistics, Regulations, reference materials, and extensive details on AES.

Customs and Border Protection (CBP)

<http://www.cbp.gov/xp/cgov/trade/automated/aes>

Provides access to the Customs Export section, including information on:

- AES
- Blocked, denied and debarred persons lists
- Export documents, licenses and requirements

Department of Commerce – Bureau of Industry and Security (BIS)

<http://www.bis.doc.gov>

Provides information on export control basics, export administration policies and regulations, compliance and enforcement, seminars and training, and links to Export Administration Regulations (EAR), including the Commerce Control List.

Department of the Treasury – Office of Foreign Assets Control (OFAC)

<http://www.ustreas.gov/offices/enforcement/ofac>

Provides information on specially designated nationals (SDN), blocked persons lists, sanction programs and country summaries.

Department of State – Directorate of Defense Trade Controls (DDTC)

<http://pmddtc.state.gov/>

Provides information for registering with the DDTC and applying for a license to ship items on the U. S. Munitions List (USML). Includes a link to the International Traffic in Arms Regulations (ITAR).

Export.gov – U.S. Commercial Service, International Trade Administration (ITA)

<http://trade.gov/cs/>

<http://export.gov>

Provides access to all export-related assistance and market information offered by the federal government.

Technical Support



Call Tech Support for issues with:

- Username and Password
- AES*Direct* connection
- AES*PcLink* connection

Toll Free: 877-715-4433

Alternative: 301-562-7790

E-mail: boc-support@trade2000.com

Live Support:

M - F: 7 AM - 7 PM, ET

Sat: 9 AM - 3 PM, ET

Call Back Support:

Sat: 7 AM to 9 AM & 3 PM - 7 PM, ET

Sun: 7 AM - 7 PM, ET

Emergency Support:

Monday through Sunday, 7:00 PM to 7:00 AM, ET

U.S. Census Bureau

Automated Export System (AES)

Toll Free: 800-549-0595- Option 1

Hours: M – F: 7:30 AM - 5:30 PM, EST

E-mail: AskAES@census.gov

- AES Filing Problems
- AES Fatal Errors
- AES Monthly Reports
- AES*PcLink* Workshops
- Filing Post-Departure

Commodity Classifications

Toll Free: 800-549-0595- Option 2

Hours: M – F: 8 AM - 5:30 PM, EST

E-mail: eid.scheduleb@census.gov

- Schedule B Classification Assistance
- Commodity related reporting issues
- Parameter Change Requests

Regulations on Filing Export Data

Toll Free: 800-549-0595- Option 3

Hours: M – F: 7:30 AM - 6:30 PM, EST

E-mail: ftdregs@census.gov

- Clarifying Regulations
- Responsibilities of the Parties in Export Transactions
- Regulation Seminars

Trade Data

Toll Free: 800-549-0595- Option 4

Hours: M-F: 8 AM - 5:30 PM, EST

E-mail: ftd.data.dissemination@census.gov

- Questions about U.S. International Trade Statistics
- Help with USA Trade Online
- Trade Data Products and Subscriptions

Licensing Issues

United States Munitions List (USML) & Commerce Control List (CCL)

U.S. Department of State Licenses

Directorate of Defense Trade Controls:

202-663-2700

Bureau of Industry and Security

Washington, DC: **202-482-4811**

Western Regional Office: **949-660-0144**

Assistance in Exporting Worldwide -U.S. Commercial Service: **1-800-USA-TRADE**

Public reporting burden for this collection of information is estimated to average approximately 3 minutes (.05 hour) per transaction for the Automated Export System, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to Paperwork Project 0607-0152, U.S. Census Bureau, 4600 Silver Hill Road, Room 3K138, Washington, DC 20233. You may e-mail comments to Paperwork@census.gov; use "Paperwork Project 0607-0152" as the subject. No agency may conduct and no person may be required to respond to a collection of information unless it displays a valid Office of Management and Budget (OMB) approval number. The OMB approval number for this information collection is 0607-0152.